Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	6 0	98 13	1 0	105 13
Customer Company Total	6 0	98 13	1 0	105 13

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	6	98	1	105
	1	27	0	28
Customer Company Total	6	98	1	105
	1	27	0	28

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	6 14.80	98 1.07	1 0.08	105 1.85
Customer Company Total	6 14.80	98 1.07	1 0.08	105 1.85

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	6 1	98 13	1 0	105 14
Customer Company Total	6 1	98 13	1 0	105 14

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | **Top Number - Total Incidents** **Bottom Number - Average time in hours** | | | |
	High	Low	Medium	ATTR Total
Administrative Services	6 43.98	96 4.10	1 0.27	103 4.86
Customer Company Total	6 43.98	96 4.10	1 0.27	103 4.86

Administrative Services

Detail

Incident	Requester	Category	Type	Item	Urgency	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000217350	Tami Nelson	PC/Laptop	Hardware	None			No	0.50		
	Capitol Desktop Support	Peter Musser	Administrative Services		Low	Closed			No	0.61
INC000000226209	Steve Canning	Telecom	Dial Tone	None			No	0.23		
	Voice Operations	Annette Nielsen	Administrative Services		Low	Closed			No	1.06
INC000000226225	Steve Canning	Telecom	CrossTalk/Noise/Static	None			No	0.12		
	Voice Operations	Annette Nielsen	Administrative Services		Low	Closed			No	2.71
INC000000226237	Steve Canning	Telecom	Dial Tone	None			No	0.10		
	Voice Operations	Annette Nielsen	Administrative Services		Low	Closed			No	1.99
INC000000226507	Crisanta Gwilliam	Network	Error	Novell Client for 32-bit Windows			No	0.87		
	Capitol Desktop Support	Peter Musser	Administrative Services		Low	Closed			Yes	104.99
INC000000226752	Gene Baird	Application	Reporting	BlueZone			No	0.52		
	Capitol Desktop Support	Peter Musser	Administrative Services		Low	Closed			No	5.61
INC000000227071	Chantel Richardson	PC/Laptop	Hardware	None			No	0.46		
	Capitol Desktop Support	Peter Musser	Administrative Services		Low	Closed			No	5.65
INC000000227081	Brenda Murphy	Print/Copy/Scan/Fax	Incident	None			Yes	2.00		
	Metro B Desktop Support	Cindy Reed	Administrative Services		Low	Closed			Yes	6.21
INC000000227291	Brook McElmurry	PC/Laptop	Hardware	None			No	0.12		
	Capitol Desktop Support	Peter Musser	Administrative Services		Low	Closed			No	2.93
INC000000227317	Heidi Stringham	Application	Error	None			No	0.13		
	Metro B Desktop Support	Cindy Reed	Administrative Services		Low	Resolved			No	3.39
INC000000227394	Susan Vogel	Print/Copy/Scan/Fax	Incident	None			No	0.00		
	Metro D North Desktop Support	Kim Ratushniak	Administrative Services		Low	Closed			No	0.39
INC000000227429	Enzo Calfa	Application	Password	ProjectWise			No	0.31		
	Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed			No	0.31
INC000000227501	Shirley Robinson	None	None	None			No	0.00		
	Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed			No	0.00
INC000000227665	Mark Dalton	Telecom	Call/Receive	Telephone			No	0.08		
	Voice Operations	Annette Nielsen	Administrative Services		Medium	Closed			No	0.27
INC000000227701	Sue Hoskins	Print/Copy/Scan/Fax	Incident	None			Yes	2.84		
	Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Closed			No	3.41
INC000000227870	Brian J Davis	None	None	None			No	0.14		
	Voice Operations	Annette Nielsen	Administrative Services		High	Closed			No	

Administrative Services

Incident	Name	Category	Type	Application	TIR Missed	TIR
INC000000227870	Brian J Davis	None	None	None	TIR Missed: No	TIR: 0.00
	Voice Operations	Annette Nielsen	Administrative Services	High	Closed	TTR Missed: No	TTR:
INC000000228078	Kathryn Anderson	Network	Incident	None	TIR Missed: No	TIR: 0.95
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.95
INC000000228147	Shelli Stephenson	Application	None	Novell GroupWise	TIR Missed: Yes	TIR: 4.63
	Application Services	Eva Cornish	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.70
INC000000228630	Tim Walden	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.63
INC000000228755	Cynthia S Bowers	Application	None	Novell GroupWise	TIR Missed: Yes	TIR: 4.28
	Application Services	Eva Cornish	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.28
INC000000228949	Gary Robertson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR: 1.79
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 6.42
INC000000229012	Evan Taylor	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.99
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.16
INC000000229072	Ken Roner	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.46
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.83
INC000000229212	Tanja Akiyama	Application	None	None	TIR Missed: Yes	TIR: 1.01
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.32
INC000000229237	Dan Martinez	Application	Reporting	Novell GroupWise	TIR Missed: Yes	TIR: 2.87
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.02
INC000000229309	Cerena Crosby	Application	Reporting	None	TIR Missed: No	TIR: 0.06
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.34
INC000000229491	Aimee Shetley	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.11
	Voice Operations	Pete Gall	Administrative Services	Low	Closed	TTR Missed: N/A	TTR:
INC000000229491	Aimee Shetley	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.00
	Voice Operations	Pete Gall	Administrative Services	Low	Closed	TTR Missed: N/A	TTR:
INC000000229514	Milton VanderLinde	Application	None	Internet Explorer	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229664	Maren Jeppsen	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.15
	Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed	TTR Missed: Yes	TTR: 9.90
INC000000229983	Susan Hunt	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.27
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000230035	Brian Spoon	None	None	Risk Claims Management Syste	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.31

Administrative Services

INC000000230051	Brandon Bagley	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.87
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	5.22
INC000000230291	Rick Nauta	Application	Error	Risk Claims Management Syste		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000230297	Brian Spoon	Application	Error	Risk Claims Management Syste		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000230302	Susan Vogel	Application	Error	Risk Claims Management Syste		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000230540	Brian Spencer	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	2.46
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	2.46
INC000000230563	Loretta Hamilton	Network	Error	None		TIR Missed: Yes	TIR:	2.12
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	2.12
INC000000230613	Gregg Buxton	Telecom	Area Code	Telephone		TIR Missed: No	TIR:	0.14
	Voice Operations	Britany Finlay	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000230703	Jeff Mottishaw	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.29
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000230902	Linda Crawford	Application	Error	Adobe Acrobat 9.0 Pro		TIR Missed: No	TIR:	0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	6.79
INC000000230968	Marci Soper	PC/Laptop	Performance	Novell GroupWise		TIR Missed: No	TIR:	0.63
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.48
INC000000231382	Ken Hansen	Server	Performance	None		TIR Missed: No	TIR:	0.93
	Help Desk	Sarah Johnson	Administrative Services	High	Closed	TTR Missed: No	TTR:	
INC000000231382	Ken Hansen	Server	Performance	None		TIR Missed: No	TIR:	0.00
	Help Desk	Sarah Johnson	Administrative Services	High	Closed	TTR Missed: No	TTR:	
INC000000231523	Melissa Frost	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231824	Melissa Frost	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR:	5.00
INC000000231917	Chantel Richardson	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232042	Steve Duggins	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	27.31
	Metro C Help Desk	John Robinson	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	27.31
INC000000232192	Julie D'Alesandro	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.09
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.09

Administrative Services

INC000000232442	Julie Clark	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.66
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	5.93
INC000000232499	Dave Williams	Application	Error	Action Request System		TIR Missed: Yes	TIR:	1.23
	Help Desk	Dawn Wayment	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.24
INC000000232541	Shelli Stephenson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.04
	Metro C Desktop Support	Karen Gross	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000232959	Ed Wilson	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000232999	John Reidhead	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.33
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.07
INC000000233297	Antoinette Pilby	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.30
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000233612	Melissa Frost	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233960	Amanda Ronan	Application	Reporting	PGP		TIR Missed: No	TIR:	0.57
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	6.29
INC000000233992	Cynthia Heyman	Application	Reporting	Microsoft Office		TIR Missed: No	TIR:	0.23
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	5.92
INC000000233995	Elizabeth Perkes	Server	Error	None		TIR Missed: No	TIR:	0.34
	Capitol Hosting	Mike Tyrrell	Administrative Services	High	Closed	TTR Missed: No	TTR:	0.34
INC000000234004	Maren Jeppsen	Application	Reporting	None		TIR Missed: No	TIR:	0.07
	Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.88
INC000000234024	Robert D Johnson	Network	Incident	None		TIR Missed: Yes	TIR:	1.81
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	3.54
INC000000234173	Gina Strack	Server	Error	None		TIR Missed: Yes	TIR:	1.53
	Capitol Hosting	Patrick Funk	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.63
INC000000234191	Gina Strack	Application	Error	Action Request System		TIR Missed: No	TIR:	0.05
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR:	2.79
INC000000234321	Marla Workman	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.26
	Voice/Data/WAN Services	Spencer Blodgett	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000234354	Priscilla Anderson	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	13.27
INC000000234407	Arleen Hearld	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	

Administrative Services

INC000000234535	Joanie Aponte	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.60
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	6.27
INC000000234631	Cynthia Antonsen	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.72
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.72
INC000000235173	Debbie Hood	Storage	Stand Alone	None		TIR Missed: Yes	TIR:	87.40
	Metro B Desktop Support	Austin Farey	Administrative Services	High	Resolved	TTR Missed: Yes	TTR:	87.62
INC000000235426	Tim Parkinson	Application	Reporting	Microsoft Office Professional 20		TIR Missed: Yes	TIR:	2.05
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	4.58
INC000000235514	Gina Strack	Application	Error	None		TIR Missed: Yes	TIR:	3.00
	Capitol Hosting	Mike Tyrrell	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR:	8.62
INC000000235535	Tim Walden	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.51
	Metro B Help Desk	Ron LeBaron	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	5.90
INC000000235671	Linda Crawford	Application	Error	Microsoft Word		TIR Missed: Yes	TIR:	1.97
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	1.97
INC000000235740	Linda Crawford	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235741	Mike Ambre	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235859	Patricia Smith-Mansfield	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.26
	Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000235972	Cee Cee Niederhauser	Network	Password	None		TIR Missed: No	TIR:	0.42
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000236005	Annette Julander	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.50
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	2.51
INC000000236092	Brandon Bagley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	1.11
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR:	6.70
INC000000236142	La Priel Dye	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.77
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	1.56
INC000000236251	Brian Spencer	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000236259	Debbie Hood	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.07
	Metro B Help Desk	Ron LeBaron	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000236360	Susan Hunt	Telecom	None	None		TIR Missed: No	TIR:	0.10
	Voice Operations	Pete Gall	Administrative Services	Low	Resolved	TTR Missed: No	TTR:	0.11

Administrative Services

INC000000236637	Kevin Lucus	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.41
Capitol Desktop Support	Peter Musser	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	3.57
INC000000236970	Allyson Spevak	None	None	None			TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237048	Anne McNally	Application	Reporting	Novell GroupWise			TIR Missed: No	TIR:	0.48
Application Services	Tony Larsen	Administrative Services		Low	Resolved		TTR Missed: Yes	TTR:	25.05
INC000000237590	Anne McNally	Network	Password	None			TIR Missed: No	TIR:	0.26
Capitol Desktop Support	Paul Ross	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	0.85
INC000000237600	Joanie Aponte	Application	Password	None			TIR Missed: Yes	TIR:	1.64
Capitol Desktop Support	Brian Bintz	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	1.66
INC000000237821	Marcie Handy	Application	None	None			TIR Missed: Yes	TIR:	1.12
Capitol Desktop Support	Paul Ross	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	1.12
INC000000237826	Marcie Handy	Application	None	Adobe Acrobat 9.0 Pro			TIR Missed: Yes	TIR:	1.04
Capitol Desktop Support	Paul Ross	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	1.20
INC000000238059	Cathy Burton	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.57
Capitol Desktop Support	Peter Musser	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	4.34
INC000000238354	Alan Barnett	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.72
Metro B Desktop Support	Michael Barth	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	1.07
INC000000238408	Jan Rogerson	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	0.17
INC000000238497	Sue Hoskins	Application	None	None			TIR Missed: Yes	TIR:	1.77
Capitol Desktop Support	Brian Bintz	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	1.77
INC000000238501	Jennifer R Hardy	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	0.92
INC000000238658	Jennifer R Hardy	Network	Error	None			TIR Missed: Yes	TIR:	4.74
Help Desk	Vicky Marrelli	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	5.69
INC000000238673	Arcy Lopez	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.35
Help Desk	Sarah Johnson	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	1.19
INC000000238768	Shirley Robinson	Application	None	Financial Information Network			TIR Missed: Yes	TIR:	1.77
Capitol Desktop Support	Peter Musser	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	5.23
INC000000238810	Doug Hunter	Telecom	None	None			TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Administrative Services		Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000239025	Sue Hoskins	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	6.17
Capitol Desktop Support	Peter Musser	Administrative Services		Low	Resolved		TTR Missed: Yes	TTR:	16.33

Administrative Services

INC000000239075	Jennifer R Hardy	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000239139	Emily Barnes	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Randy Graham	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000239214	Bret Burgon	Application	None	Fleet Focus			TIR Missed: No	TIR:	0.42
	Fleet Administration	Corry Hill	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.42
INC000000239264	Sonia Smith	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.45
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	5.63